



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

#81a  
9/26/02  
D/lyd

APPLICANT: Mark C. Pace et al.  
APPLICATION NO.: 09/782,616  
FILING DATE: February 12, 2001  
TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM  
CONFIRMATION NO: 9755  
EXAMINER: Scott E. Jones  
GROUP ART UNIT: 3713  
ATTY. DKT. NO.: 19538-05563

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TECHNOLOGY CENTER R3700

CERTIFICATE OF MAILING

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Dated: 23 Aug 2002

By: Daniel Brownstone

Daniel Brownstone, Reg. No. 46,581

COMMISSIONER FOR PATENTS  
WASHINGTON, D.C. 20231

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01 FC:102  
02 FC:103

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AMENDMENT A

Sir:

In response to the Office Action mailed May 23, 2002, please amend the application as follows:

IN THE CLAIMS:

Please amend the claims as presented below. For the convenience of the Examiner, an unmarked version of all pending claims is provided below, and a version with markings to show the changes made is attached to this amendment.